

ORIGINAL

ARIZONA CORPORATION COMMISSION



0000083826

UTILITY COMPLAINT FORM

4700

Investigator: Greg FreemanPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2008 - 67791Date: 4/10/2008Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Arthur

Little

Account Name: Arthur LittleHome: [REDACTED]Street: [REDACTED]Work:

Arizona Corporation Commission

City: [REDACTED]CBR:

DOCKETED

State: [REDACTED]

Zip [REDACTED]

is:

APR 10 2008

Utility Company: Arizona - American Water CompanyDivision: WaterContact Name: [REDACTED]Contact Phone: [REDACTED]

DOCKETED BY

nr

Nature of Complaint:04/10/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED:DOCKET NUMBER W-01303A-07-020904/10/2008-Customer called and said that he is against the fireflow surcharge. Customer says that he would like to have his opinion as part of the record. This is all the customer would like to say at this time.
*End of Complaint*Utilities' Response:Investigator's Comments and Disposition:

04/10/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/10/2008-:

I spoke to Mr. Little and explained:

Your opinion phone call to Commission dated April 10, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

RECEIVED
2008 APR 11 A 9:44
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me directly at [REDACTED]

Customer was very happy with this information and thanked me for returning his phone call.

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67791

Substantiated/Un-Substantiated not yet determined

Notes:

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 67801

Date: 4/10/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Joseph & Shirley **Last:** Plevak

Account Name: Joseph & Shirley Plevak

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ **Zip:** 00000

is: E-V [REDACTED]

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

-----Original Message-----

From: Betty Camargo
Sent: Thursday, April 10, 2008 9:06 AM
To: Vicki Wallace
Subject: FW: Fire Flow improvement project

-----Original Message-----

From: Shirley Plevak [REDACTED]
Sent: Wednesday, April 09, 2008 6:15 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: Fire Flow improvement project

As residents of Sun City we are opposed the proposed Fire Flow improvement project.

Joseph F. Plevak
Shirley A. Plevak
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Responded with the following letter via e-mail:

April 9, 2008

Joseph F. Plevak
Shirley A. Plevak
[REDACTED]

Dear Mr. & Mrs Plevak;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67801

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67766

Date: 4/10/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Wayne and Claribel Parker**

Account Name: Wayne and Claribel Parker

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/10/2008-*****REFERRED BY CHAIRMAN GLEASON'S OFFICE*****
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, April 10, 2008 9:03 AM
To: Gleason-WebEmail
Subject:

To: Chairman Mike Gleason
From: Wayne and Claribel Parker
[REDACTED] [REDACTED]

Sun City's fire protection has proven adequate for 47 years; the number of properties has stayed constant and there has been no complaint that the fire flow is inadequate.

I urge you to vote NO on the proposal , Fire Flow Improvement Project.

I also urge you to vote NO on the proposal for Arizona American Water to increase Sun Cities water district customer's rate 29.53% in one step.

If Youngtown has a safety problem it should be addressed solely by that Incorporated entity. Sun City is not responsible for their actions.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

04/10/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/10/2008-LETTER TO CUSTOMERS:

April 10, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

Dear Wayne and Claribel Parker,

Your email dated April 10, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me directly at [REDACTED]

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67766

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 67729**Date:** 4/9/2008**Complaint Description:** 08A Rate Case Items - Opposed
 N/A Not Applicable**First:****Last:****Complaint By:** **Lloyd & Janet****Maple****Account Name:** Lloyd & Janet Maple**Home:** (000) 000-0000**Street:** [REDACTED]**Work:** (000) 000-0000**City:** [REDACTED]**CBR:** [REDACTED]**State:** AZ **Zip:** [REDACTED]**is:** E-Mail**Utility Company:** **Arizona - American Water Company****Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Betty Camargo

Sent: Monday, April 07, 2008 11:20 AM

To: Vicki Wallace

Subject: FW: Arizona-American Water's Fire Flow Improvement Project

From: Lloyd Maple [mailto:[REDACTED]]

Sent: Saturday, April 05, 2008 7:45 AM

To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web

Subject: Arizona-American Water's Fire Flow Improvement Project

Dear Mike, Kristin, William, Jeff & Gary,

You will be deciding the fate of the above project soon and I would hope that you will not accept this project that includes Sun City residents. I see no benefit to our community - only additional expenses that would be a great burden on our RETIRED residents who are mostly on a fixed income.

Thank you for your attention to this,

Lloyd & Janet Maple
[REDACTED]

*End of Complaint


Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 9, 2008

Lloyd & Janet Maple


Dear Mr. & Mrs Maple;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67729

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 67727

Date: 4/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Thomas T.

Taylor

Account Name: Thomas T. Taylor

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Betty Camargo
Sent: Monday, April 07, 2008 11:20 AM
To: Vicki Wallace
Subject: FW: AZ-AM

From: [REDACTED] [mailto:[REDACTED]]
Sent: Saturday, April 05, 2008 9:49 AM
To: Gleason-WebEmail
Subject: AZ-AM

I am squarely opposed to AZ-AM's improved fire flow improvement plan.

Thomas T Taylor
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following letter via e-mail:

April 9, 2008

Thomas T Taylor


Dear Mr. Taylor;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67727

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 67723**Date:** 4/9/2008**Complaint Description:** 08A Rate Case Items - Opposed
 N/A Not Applicable**First:****Last:****Complaint By:** **Thomas****Lockhart****Account Name:** Thomas Lockhart**Home:** (000) 000-0000**Street:** [REDACTED]**Work:** (000) 000-0000**City:** [REDACTED]**CBR:** [REDACTED]**State:** AZ Zip: [REDACTED]**is:** E-Mail**Utility Company:** **Arizona - American Water Company****Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

*****RECEIVED FROM CHAIMAN GLEASON'S OFFICE*****

From: Betty Camargo
Sent: Monday, April 07, 2008 11:19 AM
To: Vicki Wallace
Subject: FW: water

From: THOS L LOCKHART [mailto:[REDACTED]]
Sent: Saturday, April 05, 2008 6:55 AM
To: Gleason-WebEmail
Subject: water

I am a home owner in Sun City.,we have enough problems here without paying for somebodys elses problem.
Youngtown residents should pay their own improvements.

Thomas Lockhart
[REDACTED]

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded with the following letter via e-mail:

April 9, 2008

Thomas Lockhart


Dear Mr. Lockhart;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67723

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 67713**Date:** 4/9/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** **Beverly****Bruce****Account Name:** Beverly Bruce**Home:** (000) 000-0000**Street:** [REDACTED]**Work:** (000) 000-0000**City:** [REDACTED]**CBR:** [REDACTED]**State:**

AZ

Zip: [REDACTED]**is:** E-Mail**Utility Company:** Arizona - American Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Betty Camargo
Sent: Monday, April 07, 2008 11:19 AM
To: Vicki Wallace
Subject: FW: AZ-AM' proposed fire flow improvement plan

From: [REDACTED]
Sent: Saturday, April 05, 2008 3:36 AM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject: AZ-AM' proposed fire flow improvement plan

AZ-AM's proposed fire flow improvement plan unfairly forces Sun City residents to pay for Youngtown's problems and puts a burden on those of us who are trying to keep our heads above water with the rising prices of everything, but whose income isn't keeping pace.

Beverly Bruce
[REDACTED] 7

Copies sent to:

Chairman Mike Gleason: ([REDACTED])
Commissioner Kristin K. Mayes: ([REDACTED])
Commissioner William Mundell: ([REDACTED])
Commissioner Jeff Hatch-Miller: ([REDACTED])

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commissioner Gary Pierce: [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 9, 2008

Beverly Bruce
[REDACTED]
[REDACTED]

Dear Ms Bruce;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67713

N-01303A-07-0209

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED] 8

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 **67708**

Date: 4/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Gaylene & Ronald**

Ely

Account Name: Gaylene & Ronald Ely

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

***** RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

From: Betty Camargo
Sent: Monday, April 07, 2008 11:18 AM
To: Vicki Wallace
Subject: FW: AZ AM Water

From: Gaylene [mailto:[REDACTED]]
Sent: Friday, April 04, 2008 9:04 PM
To: Gleason-WebEmail
Subject: AZ AM Water

AZAM proposed fire flow improvement plan unfairly force Sun Citu residents to pay for Youngtown's problems.

Gaylene & Ronald Ely
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter via e-mail:

April 9, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Gaylene & Ronald Ely
[REDACTED]

Dear Mr. & Mrs Ely;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-07-0209
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67708

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 67704**Date:** 4/9/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:**

George

LeBlanc

Account Name:

George LeBlanc

Home: [REDACTED]**Street:**

[REDACTED]

Work: (000) 000-0000**City:**

[REDACTED]

CBR: [REDACTED]**State:**

AZ

Zip: [REDACTED]**is:** E-Mail**Utility Company:**

Arizona - American Water Company

Division:

Water

Contact Name:

n/a

Contact Phone: n/a**Nature of Complaint:**

*****RECEIVED FROM CHAIRMAN GLEASON'S OFFICE*****

: Betty Camargo

Sent: Monday, April 07, 2008 11:18 AM

To: Vicki Wallace

Subject: FW: Fire Flow Improvement Project; Rate Increase for Sun City Water District

From: George LeBlanc [mailto:[REDACTED]]

Sent: Friday, April 04, 2008 8:20 PM

To: Gleason-WebEmail; mays-web@azcc.gov; Mundell-Web; "H atch-web"@azcc.gov

Subject: Fire Flow Improvement Project; Rate Increase for Sun City Water District

Gentlemen:

We agree with the Residential Utility Consumers' Office and request that you DISAPPROVE the Arizona-American Water request for the Fire Flow Improvement Project completely.

Moreover, we are appalled at the 29.53% rate increase requested by Arizona-American Water for Sun City Water Customers and 29.01% increase in residential rates. We urge you to DRAMATICALLY REDUCE such a rate increase request.

Sincerely yours,

George and Valerie LeBlanc [REDACTED]

George & Valerie LeBlanc

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/9/08 I contacted customer and informed him that his opinion had been received and that it will be filed in the docket. He appreciated the call and also that he had received an e-mail verification that the his comments had been received. Closed

filed in docket no. W-01303A-07-0209

End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67704

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2008 - 67706

Date: 4/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Mercedes C. Last: Magar

Account Name: Mercedes C. Magar

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/8/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE:

Voicemail Message from Customer:

I am against the AAWC fire flow situation and any un-necessary spending. We resident's of Sun City are all retired and have enough problems already.

AAWC sent a questionnaire out to customers of Sun City about the fire flow project some time ago. I filled the questionnaire out and commented "If it is not necessary, I am not in favor of it".

Please do not approve AAWC request for the Fire Flow project.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/8/2008 - Voicemail message was transferred from Chairman Gleason's office. Customer did not provide a telephone number where she could be reached.

4/9/2008 - Correspondence Mailed to Customer:

Mercedes C. Magar
[REDACTED]

April 9, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: Arizona American Water Company ("AAWC") - Sun City Rate Application
Docket No. W-01303A-07-0209

Dear Mercedes C. Magar,

Your voicemail message left with the office of Chairman Gleason' at the Arizona Corporation Commission ("ACC"), Utilities Division regarding the Arizona American Water Company ("AAWC"), Sun City rate application has been received and assigned to me for further handling.

For your convenience, I placed your opinion regarding AAWC's fire flow project request on file with the Docket Control Center of the Commission to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC application.

Concerns raised in letters received from customers do assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
(602) 542-2406

CLOSED

End of Comments

Date Completed: 4/9/2008

Inquiry No. 2008 - 67706

#E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67534

Date: 4/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Naomi**

Hall

Account Name: Naomi Hall

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Stanfield

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/3/2008 - REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPPOSED OPINION:

RE: Docket No. E-01345A-08-0172

From: Naomi [REDACTED]
Sent: Wednesday, March 26, 2008 5:34 PM
To: Gleason-WebEmail
Subject: APS Rate Increase

I am writing in response to the proposed rate increase for APS. I am sure many people in Arizona are feeling the same way as I am right now. Just last year you approved a 20% increase for APS. Since then MY wages have not increased. I am feeling this "recession" greatly, my neighbors are feeling it, the Dairy industry (where my husband works) is feeling it. There is no "feeling financially secure" for anyone of us, so why should APS get financial stability by causing even more financial INSECURITY for me and my family. An increase of any sort right now will only cause this recession to get deeper. PLEASE DO NOT APPROVE this financial rape of the public. Hey, in order to help with financial security have you ever considered lowering rates? That is what we as a nation need right now, not having to choose between giving an apple to my daughter or turning on the AC so she doesn't get heat stroke. I am writing in desperation. There is nothing I can do about grocery prices or gas prices, but maybe, just maybe, you will listen to us and consider us above another big corporation. A corporation getting fat of the backs of regular people.
Please do not respond to this letter with a bulk form letter that you send to everyone, showing that you do not care.

Thank you,

Naomi Hall
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/3/2008 - Email to Customer:


April 3, 2008

RE: Arizona Public Service Company ("APS")

Dear Naomi Hall,

Your email dated March 26, 2008 regarding the Arizona Public Service Company ("APS") rate case sent to Chairman Gleason's office will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments and concerns into consideration before rendering a decision in the APS application.

Ms. Hall concerns raised by customers do assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the customer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the customer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly .

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division


4/9/2008 - NO RESPONSE RECEIVED FROM CUSTOMER. CLOSED

End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67534

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman**Phone:** (602) 542-0488**Fax:** (602) 542-2129**Priority:** Respond Within Five Days**Opinion** **No. 2008 - 67749****Date:** 4/10/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** **Gary****Cox****Account Name:** Gary & Carole Cox**Home:** (000) 000-0000**Street:** N/A**Work:****City:** N/A**CBR:** [REDACTED]**State:** AZ Zip: 00000**is:** E-Mail**Utility Company:** Arizona - American Water Company**Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

04/10/2008-*****REFERRED BY CHARIMAN GLEASON'S OFFICE*****
OPINION OPPOSED:DOCKET NUMBER W-01303A-07-0209

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, April 09, 2008 3:31 PM
To: Gleason-WebEmail; Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web
Subject:

My wife and I are very opposed to AZ-AM water expensing its problems onto Sun City.

Gary & Carole Cox
End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

04/10/2008-SUBMITTED TO DOCKET NUMBER W-01303A-07-0209

04/10/2008-LETTER TO CUSTOMERS:

April 10, 2008

RE: Arizona American Water Company ("AAWC")
Docket Number: W-01303A-07-0209

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Gary & Carole Cox,

Your email dated April 9, 2008, regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me for further handling. Your opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me directly at [REDACTED].

Thank you,

Greg Freeman
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67749

Substantiated/Un-Substantiated not yet determined

Notes: